



**UNITED STATES DEPARTMENT OF EDUCATION**

**OFFICE OF THE SECRETARY**  
*FOIA Service Center*

July 11, 2019

Ms. Megan Conn  
MuckRock News  
DEPT MR 59913  
411A Highland Avenue  
Somerville, MA 02144-2516  
[59913-81435104@requests.muckrock.com](mailto:59913-81435104@requests.muckrock.com)

RE: FOIA Request No. 18-02700-F

Dear Ms. Conn:

This letter is a final response to your request for information pursuant to the Freedom of Information Act (FOIA), 5 U.S.C. § 552, dated August 24, 2018 and received in this office on August 27, 2018. Your request was forwarded to the appropriate office to search for documents that may be responsive to your request.

You requested the following information/records:

- The names of the 48 student loan default-management consultants who self-reported that they provided default management services to institutions of higher education as of December 2016 (per GAO report "Actions Needed to Improve Oversight of Schools' Default Rates" issued April 2018), and the names of the schools that each provided services to; and
- The names of all default-management consultants who have reported providing default management services to higher education institutions between December 2016 and 8/24/2018, and the corresponding names of the schools that each provided services to.

Attached to this e-mail are 67 pages of fully releasable documents that are responsive to your request. The documents provided are

- Default Management Servicers & Clients

The Department has concluded that you fall within the category of a News Media requester. These responsive documents have been provided to you at no cost because they were released in response to a previous request. The release of information at no cost does not constitute the grant of a fee waiver, and does not infer or imply that you will be granted a fee waiver for future requests made under FOIA to the Department.

You have the right to seek assistance and/or dispute resolution services from the Department's FOIA Public Liaison or the Office of Government Information Services (OGIS). The FOIA

Public Liaison is responsible, among other duties, for assisting in the resolution of FOIA disputes. OGIS, which is outside the Department of Education, offers mediation services to resolve disputes between FOIA requesters and Federal agencies as a non-exclusive alternative to appeals or litigation.

They can be contacted by:

Mail	FOIA Public Liaison Office of the Executive Secretariat U.S. Department of Education 400 Maryland Ave., SW, LBJ 7C132, Washington, DC 20202-4536	Office of Government Information Services National Archives and Records Administration 8601 Adelphi Road College Park, MD 20740-6001
E-mail	<a href="mailto:robert.wehausen@ed.gov">robert.wehausen@ed.gov</a>	<a href="mailto:OGIS@nara.gov">OGIS@nara.gov</a>
Phone	202-205-0733	202-741-5770; toll free at 1-877-684-6448
Fax	202-401-0920	202-741-5769

You have the right to appeal this decision by writing to the address below, 90 calendar days from the date of this letter. Using the services described above does not affect your right or the deadline to file an appeal. Your appeal must be in writing and must include detailed statement of all legal and factual bases for the appeal; it should be accompanied by this letter, a copy of your initial letter of request, and any documentation that serves as evidence or supports the argument you wish the Department to consider in making an administrative determination on your appeal.

Appeals may be submitted using the on-line form available at  
[www.ed.gov/policy/gen/leg/foia/foia-appeal-form.pdf](http://www.ed.gov/policy/gen/leg/foia/foia-appeal-form.pdf)

E-mail: [EDFOIAappeals@ed.gov](mailto:EDFOIAappeals@ed.gov)  
Fax: 202-401-0920  
Mail: Appeals Office  
Office of the Executive Secretariat  
U.S. Department of Education  
400 Maryland Avenue, SW, LBJ 7W106A  
Washington, DC 20202-4536

Sincerely,



Christie D. Swafford  
Government Information Specialist, OS